



Neighborhood Networks Empowering Employment
DB Consulting Group
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Host: Veralee Liban
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**Neighborhood Networks
Monthly Conference Call**

October 26, 2004

**HUD Helps:
Resources to Support and Sustain Neighborhood Networks**



- Coordinator** Ladies and gentlemen, thank you for joining today's conference. At this time, I would like to introduce the Neighborhood Network National Director, Ms. Delores Pruden. Please go ahead.
- D. Pruden** Thank you. Hello to everyone. I want to thank you also for joining in on this call. I particularly wanted to start this call today, because it is the first call of a new contract period, which began September 30, 2004. The contract with Aspen Systems expired on that date, September 30th, and a competition was held for contract services. The DB Consulting Group was awarded the contract, which began on September 30th. The DB Consulting Group is a skilled 8A and certified small business consulting firm with an extensive background in federal government service. The company has 145 full-time employees in offices in Silver Spring, Maryland, and Atlanta, Georgia. The company will perform greater than 50% of the work required for the contract. The remaining 50% will be performed by subcontractors, Aspens Systems and BCT Partners. We believe that this team will offer the same quality of services that you are used to receiving and that the transition for you will be unnoticeable. The period of performance for the contract is a base year, which ends September 29, 2005, and there are three option years. I'm now going to turn this call over to project director, Veralee Liban, who will introduce her team and review with you the services to be provided through September 2005. Veralee.
- V. Liban** Thank you, Delores. Good afternoon, everyone, and welcome to Neighborhood Networks' October 2004, conference call, HUD Helps: Resources to Support and Sustain Neighborhood Networks. As Delores mentioned, my name is Veralee Liban, and I will be the project director for Neighborhood Networks over the next year and hopefully over the next four years. First I'd like to thank all of you for joining us this afternoon. DB Consulting Group is very excited to be a part of the Neighborhood Networks family. Our goal this year is to provide you with excellent, professional and courteous customer service and technical assistance at all times. Our job is to support you in your efforts to sustain your Neighborhood Networks centers, so it's important to us that we hear from you. We invite you to call us at any time on our toll free telephone line. I'll give you the phone number, and you'll hear this phone number throughout the conference call today. That telephone number is 888-312-2743. Technical assistance providers are always available to provide you with assistance from 8:30 a.m. to 5:00 p.m., Eastern Time, Monday through Friday. We are very pleased to tell you that, in the near future, we hope to extend the time of operation of our toll free line from 5:00 p.m. to 8:00 p.m., Eastern Time. This is an effort to better accommodate our friends on the West Coast. You can expect to hear more about this exciting news at some time in the near future.
- Now while DB may be new to Neighborhood Networks, our partners certainly are not. In an effort to continue to provide you with the best possible service, we have partnered with both Aspen Systems and BCT Partners, and that's great news for all of you. Not only does this partnership with Aspen and BCT mean a near seamless transition this fiscal year, but more importantly it means that all of you will have the opportunity to receive assistance from some of the same great people that you've worked with in the past. Then you'll also have the same dedicated team of individuals working for you behind the scenes.
- That takes us to the goal of our call today, which is to provide you with information about the many resources that HUD has available to assist you in supporting and sustaining your center. In just a few moments, you will hear from members of our team, who will provide you with an overview of the resources and support that's available to you this year. You will first hear from Vickie Schachter from Program Development. Vickie will update you on business plan development and particularly the START program, the Strategic Tracking and Reporting Tool. You'll also hear



from Ebony Ross and Jolanda Williams, who are technical assistance managers this year. They will provide an overview of some of the exciting enhancements to technical assistance that will be provided to the HUD Neighborhood Network coordinators as well as the center staff and the property owners. Carolee Gearhart from Communications will discuss publications, newsletters, journals and other exciting and useful publications that you can expect to see this year. Kristen Stevenson will discuss special projects, such as Neighborhood Networks Week and the National Conference, which we are very excited about. It's the ten-year anniversary. Then you'll also hear from Tanya Poteat, who will talk about the development of national partnerships for Neighborhood Network, as well as Perryn Lee Poy who will talk about some of the exciting developments that will be taking place with consortia this year. At this time, I'd like to turn it over to Vickie from Program Development.

V. Schachter Thank you, Veralee. Again, my name is Vickie Schachter, and I am Neighborhood Networks Program Development Manager. This year, Neighborhood Networks continues to emphasize the use of the Strategic Tracking and Reporting Tool, affectionately known as START, as the best way to create and maintain a Neighborhood Networks business plan. The START business plan has been upgraded and enhanced during the past year and is designed as a tool for center usage. It helps centers define and institutionalize the important elements of center infrastructure and allows centers to report on their activities as well as their successes.

If you're not yet familiar with START, please visit the Neighborhood Networks Web site at www.neighborhoodnetworks.org. On the left banner, you'll see a subheading that says, "START Business Planning Tool." If you click there, you'll be taken to the START business planning tool. To get into the tool, click on the underlying words that appear in red, "Neighborhood Networks Strategic Tracking and Reporting Tool." From that point forward, the instructions are easy to follow.

The START workbook and user guide is an almost screen-by-screen publication that is designed to help you work through START. We advise all centers to use the publication as a means to collect the various data and information that you need to input into START before you get up to your proverbial elbows in the online version. If you do not have a copy of this manual, you can download a copy from the Neighborhood Networks Web site or you can call us on the toll free information line and order a copy. The number for the toll free information line is 888-312-2743. Because of the changes and enhancements that START has undergone, we will be revising and publishing a new edition of the START workbook and user guide, which will be ready by late summer. The revised edition will also replace the current online publication.

Centers that have previously created narrative paper business plans should create a START electronic business plan as soon as possible. New centers are also strongly encouraged to start off on the right foot and use START for business plan creation. This year, a chief focus of the Program Development team is to work with existing centers having paper business plans and encourage and support their efforts to create and submit START electronic business plans. We have a number of existing centers with paper business plans that date back to the 1990s, and weren't those the good old days? It is good practice to replace the old paper business plan with an updated START business plan, and we're happy to help you do so. Staff is standing by to provide assistance to both new and existing centers to help in the creation and updating of START business plans. Again, you can reach us by calling the toll free information line at 888-312-2743.

Another ongoing activity for the program development team is issuing certificates for centers that complete a business plan, submit that plan to their HUD coordinator and receive business plan



approval. Upon recommendation of the HUD coordinator, Neighborhood Networks staff will issue to each center a certificate, mounted on a wooden plaque, which can be hung in your lobby or otherwise displayed prominently. This plaque indicates that your center is a Neighborhood Networks center in good standing and helps you brand your Neighborhood Networks center as part of a larger, nationally recognized group of community technology centers.

Additional responsibilities for the Program Development team include some remote technical assistance activities. We handle the toll free information line and, as Veralee has said, it will continue to operate Monday through Friday, 8:30 a.m. to 5:00 p.m., Eastern Time. This toll free number, 888-312-2743, continues to serve as a vital link between NN centers and NN staff. The information line is staffed to respond to an array of issues and questions. You can order publications by calling and find out about special events, receive assistance with your START business plan, to name just a few of the reasons centers use the service. Last year, we received well over 1,000 different calls from Neighborhood Networks centers, HUD staff, property owners and managers, religious institutions, other government agencies, community-based non-profits and members of the general public. If you call after hours, you can leave a voicemail message, and your call will receive a response during the next business day. You can also use the NN Web site to generate an e-mail request. Your e-mail request will also receive a response within one business day. The e-mail address is neighborhoodnetworks@hud.gov.

On a weekly basis, the NN team publishes updates about new funding opportunities, partnership opportunities or other significant resources. This information is available on the Neighborhood Networks home page, www.neighborhoodnetworks.org. The updates that are published are either national or regional in scope. While what is presented is by no means comprehensive, it is our way of showing you that there are a multitude of opportunities for centers in terms of funding, partnerships and resource development.

Finally, I'm happy to tell you about a new service that the Neighborhood Networks team will be offering and that is that new centers will be contacted and provided with an orientation to Neighborhood Networks. A new center information packet will be developed this year and disseminated to each new center. Additionally, new centers will be informed about nearby consortium, and the nearby consortium will be informed about the existence of the new center. This new activity is designed to provide new centers with more immediate and stronger ties to the Neighborhood Networks' initiative and assure that new centers learn about products, services and other resources in a timely fashion. Thank you so much for listening, and now I'll turn the call back to Veralee.

V. Liban Great. You will now hear from Ebony Ross, who is the technical assistance provider and will work very closely with HUD Neighborhood Networks coordinators.

E. Ross Thank you Vera. Hello, everyone. Every year, HUD strives to improve upon the technical assistance provided to Neighborhood Networks centers and, this year, will show that your comments and suggestions were valuable to the improvement process. For instance, we all know how key multi-family property owners are to the success of Neighborhood Networks. Our TA staff will work hard to develop relationships with property owners of FHA-assisted and insured housing who are not involved with Neighborhood Networks and maintain relationships established with those owners who are. Staff members will develop marketing strategies that encourage owners to open new centers and promote the success of existing centers by way of their local media. In each case, property owners will be provided with information to show that, by supporting Neighborhood Networks, they are integral in enhancing their corporate profiles, making their properties more



competitive, improving the quality of life for their residents and creating stronger communities.

Along with the technical assistance provided to property owners, staff members will continue to work with Neighborhood Networks coordinators, keeping them abreast of activities, facilitating the exchange of ideas and sharing the experiences of their colleagues. Technical assistance providers will offer ongoing assistance to HUD headquarters and field office staff by conducting monthly outreach activities and hosting quarterly regional conference calls with Neighborhood Networks coordinators, where they are provided information relative to the operation, maintenance and creation of Neighborhood Networks centers. NN coordinators will receive updates on partnerships, resources, center operations and sustainability issues that occur within their regions. One of the most exciting components of this year's support services is that 20 Neighborhood Networks coordinators will receive an onsite visit lasting approximately three days. During the onsite visits, staff will assist coordinators with presentations, workshops and other projects that involve promoting Neighborhood Networks. All twenty coordinators will receive a tutorial in START and its enhanced features, be informed of workforce development agencies in their jurisdictions that could partner with their centers and be provided with marketing tools, informational brochures and other documents needed to promote Neighborhood Networks.

I just wanted to let you know that I'm very excited about getting started and look forward to meeting and working with all of you. At this time, I'll turn it over to Jolanda Williams, who will talk a bit about onsite technical assistance.

J. Williams Hello, everyone. I'm Jolanda, and it is go great to be here. I'm glad to be working with you all. I look forward to the coming fiscal year, working with all of you as we progress with onsite technical assistance. We're excited, obviously, about being able to provide onsite technical assistance to Neighborhood Networks centers across the country. This year, 50 Neighborhood Networks centers that have not previously received onsite technical assistance will be selected to receive site visits. Stakeholders, such as the NN coordinators, property owners, center staff, residents and partners will work through challenges that impede upon a center's success. Technical assistance providers will implement guidance in the areas of partnership development, 501(c) 3 applications, design and implementation of workforce programs, outreach to residents, tracking and evaluation of performance, outreach to stakeholders, health resources, micro-enterprise developments, business plan update and development and last, but certainly not least, grant writing.

To help ensure progress and success, center stakeholders will receive two site visits in this fiscal year. It was also determined that four to six months after an initial visit, a follow-up visit will occur to help stakeholders reach their goals. Throughout the entire process, stakeholders will be asked to provide input and participate in the center's development. This will include determining a center's strengths, weaknesses, opportunities and threats; working through action plan items; attending partnership meetings and other activities needed to help the center.

Another important facet to the onsite technical assistance process will be the involvement of strategy teams. Every center will benefit from subject matter expertise in the areas of communication, partnering, program development, operations, budgeting, micro-enterprise development and grant writing. Strategy team members will provide guidance and recommendations to each of the 50 onsite centers in achieving measurable outcomes. Along with the 50 centers receiving onsite visits, an additional 20 centers will receive comprehensive direction throughout the year. Centers that initially received onsite visits in fiscal year 2004 will be selected to receive either onsite or remote assistance. This will depend upon the center's progression since the initial onsite visit. In the coming weeks, technical assistance coordinators will contact these



centers to determine the level of assistance required. So look forward to those phone calls if you were one of those 20 centers. Also, NN coordinators, property owners and center staff will receive information to nominate their center for onsite visits. So please stay tuned for additional information, and we really look forward to working with you throughout the year. You should be receiving some contact about recommending your center for an onsite visit. If you are interested in that, please respond to the information that you do receive. I'm going to turn the call over now to Carolee Gearhart.

C. Gearhart Hi. I'm going to be dealing with communications again this year. Our goal, of course, is to provide you with the information that you need to both start and sustain your center. For example, as Vickie mentioned, we'll be starting some new center information packets this year, and that's in addition to the general center information packets that we have. If you have a grand opening, you can call and ask us to borrow one of our banners to display and, also ask, for us to send you some information packets. In addition to that, if you'd like a list of media providers in your area, we can provide that for you, and you can send press releases to them to see if they'll advertise or at least give you a public information blurb in their publication.

We also have the Web site, which is a repository of all information in Neighborhood Networks. We update towards the end of every week. I encourage you to visit it early and often. You'll find on the Web site newsletters that are published three or four times a year. The next two issues will be coming out in October of *News Line* and *Network News*. *Network News* is targeted toward owners and managers. *News Line* is targeted toward the center operations themselves. We also provide fact sheets, which are single-sheet introductory information about Neighborhood Networks, about various aspects and topics that are of major concern to people involved in Neighborhood Networks. We'll be updating some fact sheets during the year. Right now there are 18 on the Web or, if you call the toll free line, you can have them sent to you free of charge. We have 23 technical assistance guides in addition to the fact sheets, but the technical assistance guides give you in-depth information on topics that generally involve process. For example, our most popular guides are the "Special Event Planning Guide," "Neighborhood Networks Funding Guide" and "Lessons Learned in Starting and Operating a Neighborhood Networks Center." We'll be updating some of those this year, too, some of the older ones. In addition to that, we plan to come out with a comprehensive technical assistance guide on workforce development.

Each week we post on the Web site success stories about centers nationwide. We'd appreciate hearing about the successes that you have had at your centers. If you let us know, perhaps we can write a success story about the wonderful outcomes that you're achieving. So give us a call and let us know what's happening at your centers, please. We'll also be exhibiting at 12 multi-family related conferences this year and hope you'll come by to visit us there and learn more about the initiative. Now I'll turn the call over to Kristen Stevenson, who will talk to you about Special Projects.

K. Stevenson Thank you, Carolee. Now we get to talk about some fun events that we do here at Neighborhood Networks to help celebrate and advance Neighborhood Networks centers. I'm sure most of you have heard about all of them, but I'm just going to talk briefly about each of them. First are the Regional Technical Assistance Workshops that we held this past spring in Seattle, Phoenix and Memphis. These workshops were very well attended and gave center staff and other Neighborhood Networks stakeholders the opportunity to meet one another, share experiences and learn from a team of expert presenters that were assembled. The next series of Regional Technical Assistance Workshops are going to be scheduled for 2006; but don't worry, we've a lot of good information in between that time to keep everybody on their toes.



Neighborhood Networks Week is the next celebration that I'm sure everybody knows about. It's a weeklong celebration of Neighborhood Networks. This coming year, we will be celebrating ten years of Neighborhood Networks and promise to have many exciting national events that we hope all centers are going to be participating in. Neighborhood Networks Week is usually held in June each year and is kicked off with our national director, Delores Pruden, unveiling the winners of the poster contest, but this year we're going to be moving the poster contest unveiling to August. All of the information will be posted on the Neighborhood Networks Web site.

The final event, like I had mentioned, we have ten years we're celebrating this year of Neighborhood Networks, which brings us to the Tenth Anniversary Neighborhood Networks National Conference. As everybody here has mentioned, we are all so excited about this conference. We found out that the conference will be held at the end of June and we are working right now to create a program that will be unforgettable for everybody who attends, so please mark your calendars. We'll be sending out more information as it becomes available. Make sure and visit the Neighborhood Networks site, as we'll be posting information as it becomes available.

Before I go, I just wanted to let you all know that we sent out some faxes and e-mails this past week or two letting you all know about focus group calls we're going to be having next week on November 4th. This gives all of you the opportunity to participate in the creation of the Neighborhood Networks National Conference. We want everyone's input, as many people as we can get. We'd love to hear what it is that you want to learn about, what you want to do for this national conference. Please, if you have any questions about the times or the telephone numbers to call, please call our toll free line, and all of that information will be provided to you. We're really looking forward to hearing your feedback. Those are the special events that we have. I'm now going to turn the call over to Perryn Lee Poy, who is going to talk to us about consortia development.

D. Pruden Kristen, before we leave your presentation—this is Delores Pruden—can I add a comment?

K. Stevenson Of course.

D. Pruden The poster contest, we will unveil the winning poster at the conference.

K. Stevenson Yes.

D. Pruden I think you said in August.

K. Stevenson Yes, we're going to be unveiling the poster at the National Conference, that's right. Everybody has to keep their eyes open for some mailings that will be coming up. You're going to be submitting your entries earlier this year, so just keep your eyes open for that. But yes, the poster contest will be unveiled at the National Conference in June.

D. Pruden Winning poster.

K. Stevenson Yes.

D. Pruden Okay, thank you.

P. Lee Poy I'm going to talk a little bit about consortium development for the coming year. What we'll be



doing for consortium development is we have ten new designated sites, which will be receiving strategic planning assistance to become a consortium. During the course of the year, they will be receiving four site visits. These different sites will be receiving technical assistance to develop a consortium with 501(c) 3 designations at the end. In the past, we've seen success with consortia sites in terms of being able to exchange resources, help one another, secure partnerships and bring corporate board members on board to help them in terms of fund raising and doing special events and securing equipment for various Neighborhood Networks sites.

We encourage sites, rather than work individually, to come together and work with strength in numbers, and that's our philosophy. We really work through all the sites, similarly to doing individual site visits. It's under the same context in terms of the fact that we will do SWOT analysis, identifying strengths and weaknesses. In doing so, we'll be able to identify the group's strengths and build on it and help to achieve a consortium. In the coming weeks, we'll be contacting various HUD Coordinators and the various sites to start scheduling site visits. We will send out information to you soon about the benefits of consortium.

In addition to that, what we do is we actually send off funding resources to various consortium sites in terms of helping them to do fund raising activities and learn how to secure their own fund raising. We also provide resources in terms of monthly Web content. The Web content covers a variety of topics. It can talk about how to secure used computer equipment. It could also talk about how to create innovative programs for various consortia sites. We also do quarterly conference calls, where we provide additional technical assistance to consortia sites. We have various speakers. Sometimes we have Neighborhood Networks sites on the call, as well as possible partners on the call, who've worked with consortia sites in the past. All this grouped together helps us to build various consortia sites. We had worked with others in the past and have seen great success and we would like to continue doing so in the future.

Just to give a bit more detail about the Strategic Planning Workshop, in addition to SWOT analysis, we do individual site visits, so we can learn more about the individual sites and what their problems are and help to tailor the consortium so that it can help address those needs. In addition to that, I'd like to say that we continue to provide technical assistance to the consortia sites after we've developed them as a 501(c) 3. That is to say that other consortium sites, for example, in Seattle, Indiana and in Florida, have already receive technical assistance and received site visits and we continue to work with them. We'll work with them in the future throughout the year. Any information that you have, you can direct towards us about consortium building. We've already surveyed HUD coordinators who are interested in developing consortium and we look forward to working with them in the future. I wanted to know if Sean Escoffery would like to add anything to the information that I've already provided. He is my coworker working on the consortium development for the coming year.

S. Escoffery I just wanted to let everyone know that we are also constantly updating the HUD Neighborhood Networks Web site with a lot of useful information for all Neighborhood Networks centers, including monthly funding updates and Web content. I'd like to now turn over the call to Tanya Poteat, who will be discussing national partnership development.

T. Petit Thank you, Shawn. Hi, everyone. I'm very excited to bring national partners again to the Neighborhood Networks initiative and to Neighborhood Networks centers. The Neighborhood Networks partnership team is charged with developing ten national partnerships in one of the following areas: job training and placement services, technology support, Internet connectivity, evaluation, funding and educational opportunities. Each of the ten national partners will provide



services to five Neighborhood Networks sites and at least three consortia sites. Partnerships can vary in length and scope, and a number of these partnerships pave the way for collaborations between local centers and the national partner's local affiliate.

Once again, to learn more information about national partnerships, you can visit the Neighborhood Networks Web site at www.neighborhoodnetworks.org or you can call the toll free number, 1-888-312-2743, to learn about many of the exciting partnerships that we've developed over this last year and to learn more about the national partnership opportunities that the Neighborhood Networks team provides to you. Of course, if you have any questions or would like to see how your center can participate directly, please use the 800 number.

One of the partners that we're very excited about this year is College Broadband, and currently an opportunity exists for all 1,200 Neighborhood Networks centers to participate with this particular partnership. Essentially College Broadband is an organization dedicated to increasing urban students' access to higher education. They are providing 50 students at each of the 1,200 Neighborhood Networks centers access to an online educational college scholarship database, where students can find scholarship information free of charge, totaling up to \$300,000. To take advantage of this great partnership opportunity, please have your students at your centers log on to the College Broadband Web site at www.collegebroadband.com and register by November 15th. For more information on this great partnership, you can once again contact us at 1-888-312-2743. Also, we will send out detailed information on how to access the site via e-mail and via fax. So please look in your e-mail boxes and your fax machines for this information or call us, so we can give you more detailed information. Thank you very much. Veralee.

- V. Liban Thank you, Tanya; and thank you, everyone. That concludes all of our speakers. What we'd like to do at this time is to open up the call for questions so that we can provide some answers.
- Coordinator Our first question comes from Jeff Hamenis. Please go ahead.
- J. Hamenis My name is Jeff Hamenis. I'm calling from Kukui Towers in Honolulu. My question is in regard to the College Broadband program. Are these memberships for national colleges and are there any qualifications as far as income and stuff like that?
- T. Poteat No. Actually it's scholarship information for anyone who is in high school, 9th, 10th, 11th and 12th grades, preparing to go into college.
- J. Hamenis Okay. So it's not a particular school or anything; it's just a grant from different organizations, I would take it.
- T. Petit Correct, sir. It's different organizations and it's a free service to Neighborhood Networks center participants.
- J. Hamenis Thank you.
- Coordinator Our next question comes from Dipo Misadomi.
- D. Misadomi This is Dipo from New Orleans. Are we going to get a summary of this conference call?
- V. Schachter Hi, Dipo. It's Vickie Schachter here. We no longer do summaries of the conference call. We have a verbatim transcript that we post to the Web site. You can access that verbatim transcript by going to Conference Call Archives on the Neighborhood Networks home page. We also provide an audio



version of the conference call so that, if you don't care to spend the time reading, you can listen to the conference call.

D. Misadomi Good. Will do. Thank you.

V. Schachter Yes, we do that. You can go back and listen to all of 2004's 12 different conference calls, if you have that kind of time and you're so inclined.

D. Masadomi Good to know.

V. Schachter You're very welcome, Dipo.

Coordinator Our next question comes from Barb Bickham.

B. Bickham I was wondering if the HUD Coordinators would be able to get a list of everyone's name and how it's spelled, their e-mail address and phone number.

V. Schachter Yes, you will receive that information as well. It will also be posted on the Web site with the transcript.

B. Bickham Okay, thank you.

Coordinator Our next question comes from Denise Howard. Please go ahead.

D. Howard My question is how would I get the information to obtain grants for my Hollyridge Apartments residents here as far as to get activities and things going that we do need money for?

Male Speaker Where are you located?

D. Howard In North Carolina, Lumberton.

S. Escoffery Often we put that information on the HUD Neighborhood Networks' Web site in terms of different grant resources, particularly national grant resources, so that any center can apply. There are certain restrictions. Typically, a lot of the grant resources will require a 501(c) 3. In addition, as a part of your Neighborhood Networks technical assistance, there is remote and onsite technical assistance. If you contact, again, that toll free number at 1-888-312-2743, you can request technical assistance and hopefully someone can help you out in terms of grants.

V. Schachter Also, remember you're going to be receiving forms so that you can nominate your center for onsite TA. Please, when you receive that information in the next couple of weeks, remember to recommend your center for onsite TA.

D. Howard Okay. That grant fund money, is it to be used for a certain thing or just whatever we see the need for it to be used for?

S. Escoffery Each grant is different. We're not necessarily talking about a specific grant when you call this number. This is for technical assistance in perhaps grant writing assistance in terms of learning how to write grants or sort of learning where to look for grants. There is a ton of information currently on the Neighborhood Networks' Web site that lists grant resources. There are different Web sites you can go to. One good site you can check periodically is the Foundation Center Web site, and that's www.fbncenter.org. They have a monthly RFP list that comes out. It comes with information about different grants.



D. Howard Okay, thank you.

Woman Speaker Let's make sure we have her name and the name of the center, so we can follow up with her.

S. Escoffery Can you repeat your name and the center?

D. Howard That's Denise Howard, and that's Hollyridge.

S. Escoffery Okay, and that's North Carolina?

D. Howard Yes, Lumberton, North Carolina.

Woman Speaker Why don't you give us your phone number?

D. Howard Thank you.

S. Escoffery Okay, thank you very much.

Coordinator Our next question comes from Lewis Sutton. Please go ahead.

L. Sutton We're a new Neighborhood Networks center, and we're not, I guess, on the list serve. Is there a way we can get on your list serve for information? I just happened to come across the Web site this morning and picked up on the conference call this morning.

Woman Speaker We don't have a list serve, but if you call the toll free number and give us all of the contact information we need, we will put you on our permanent e-mail and fax list.

L. Sutton Very good.

Woman Speaker Our pleasure. That telephone number, if you don't have it, is 1-888-312-2743.

Coordinator Our next question comes from Karimah Ofman.

Karimah This is Kuzuri Kiji in East Orange, New Jersey. I was just wondering; is it only the new sites that would receive the three-day visit?

Woman Speaker Any center that has not previously received onsite technical assistance services is eligible to request that they receive an onsite TA visit this year.

Karimah Okay.

Woman Speaker If that's something that he wants to do, we need to make sure he understands what he needs to do and who he is, so we can follow up.

Karimah I would like a number, because I haven't had a visit or any contact with a Neighborhood Networks representative to come in and train me.

Woman Speaker Okay, that's great. Give me your name again and the name of your center.

Karimah First name is Karimah.



Woman Speaker Okay, and the name of your center?

Karimah Kuzuri Kiji, and the phone number is.

Woman Speaker Okay, and where are you located?

Karimah In East Orange, New Jersey.

Woman Speaker We have your contact information. We'll follow up with you, but also be expecting e-mails, flyers, information in the mail from us regarding the technical assistance process.

Karimah Okay, thank you very much.

Woman Speaker You're welcome. Thank you.

Coordinator Our next question comes from Miles Graham. Please go ahead.

M. Graham My name is Miles Graham. I'm with the Scott County Learning Center in Waldron, Arkansas. I don't know if it's a question so much as a request. Are we going to have any more extensive training geared towards rural centers? I've been involved with Neighborhood Networks centers for five years and pretty much the rural areas of the country have been ignored as far as technical assistance that's geared towards our type of environment, I should say.

Woman Speaker Miles, for the past two years, onsite technical assistance has been provided to certain rural centers, such as this past year, we provided onsite assistance to areas like Prestonsburg, Kentucky, and Abbeville, South Carolina. So if you are interested in receiving onsite technical assistance, please give us your information and you can also contact us on the toll free line and we'll be happy to come out and work with your center as it pertains to the rural challenges that you have.

M. Graham As of last night, I now have two centers, and will have three by the end of this year. Our local HUD field office here is very small. Our Neighborhood Networks coordinator is lacking training as well. That is something that I really feel needs to be addressed.

S. Escoffery I have a note for myself. I have Arkansas as a potential consortium site. In the next couple of weeks, I'll be contacting the HUD coordinator to discuss possible consortium development activities in Arkansas. There we'll be able to address some of your concerns more directly with the technical assistance consortium development workshops and we can really address some rural issues.

M. Graham That would be great.

Woman Speaker Miles, could you join us on the November 4th focus group call to talk a little bit about that while we're developing the content for the upcoming events?

M. Graham I already intend to be there, because I got an e-mail from Delores, Ms. Pruden, about it. I will definitely be on it.

S. Escoffery Miles, can I get your name again?

M. Graham My name is Miles Graham.



Woman Speaker And your phone number.

M. Graham My phone number is

S. Escoffery Okay, I'll be giving you a call.

M. Graham Thank you.

Woman Speaker Miles, congratulations on your two centers. I heard you will be opening up a third center. Is that correct?

M. Graham Yes, we've got it scheduled for January 12th so far.

Woman Speaker Well, congratulations. Feel free to give us a call at any time if we can be of any assistance to you, and we'll be sure to follow up with you.

M. Graham Thank you very much.

Coordinator Our next question comes from John Henson. Please go ahead.

J. Henson This is John Henson, Norwalk, Connecticut. We have just started a new center this year, it's our first one, and we're having some difficulty getting it off the ground. It sort of flapped its wings, but it hasn't flown yet. We would appreciate some help or some instruction. If I need to do this through a phone call, okay; but if you could steer me a little bit, so we can get this thing started, it would be a big help.

Woman Speaker John, we certainly have everything that you need. You should give us a call on our toll free line. We can certainly provide assistance for you. Again, I strongly encourage you that, when you receive the information that you should be receiving sometime in the very near future about receiving onsite TA, you reply quickly, because we want to be able to provide that service to you. Do you have our toll free telephone number?

J. Henson Is that the same one you gave in the beginning?

Woman Speaker Yes.

J. Henson Yes, I have that down.

Woman Speaker Great. Let me get your information about your center, and congratulations on your new center.

J. Henson Okay, and just before I do that, one other question, please. Is there any intention or do you plan to integrate any faith-based operations or programming or assistance into what we're doing or what is being done, not only in our area, but other areas?

Male Speaker Individually, the centers have traded partnerships with faith based institutions or existing non-profits that were involved in faith based activities, but that's typically on an individual basis. What I've told a lot of my sites across the country is to contact some of your local churches; see what CDCs are out there that are doing some similar work to what you guys are doing. See where the mutual benefit is; perhaps you can create a partnership that way.

J. Henson Okay, great.



Woman Speaker John, can we get your contact information as well?

J. Henson Sure.

Woman Speaker Where are you located and what's the name of your center?

J. Henson The Norwalk Housing Authority in Norwalk, Connecticut.

Woman Speaker Thank you.

Coordinator Our next question is from Denise Howard. Please go ahead.

D. Howard I have another question. As far as the training, is this for new centers?

Woman Speaker... site TA, although the ones who have received onsite TA, 20 of those will be selected to receive follow-up, either onsite or remote, technical assistance.

D. Howard Okay, because I'm also a new resident. I've only been here since April of this year. I'm lacking a little bit as far as the change in our Web site and everything. Will there be someone coming here to the center to help me as far as training me on how to change our Web site?

Woman Speaker Of the centers that received onsite technical assistance last year—

Woman Speaker I think she's saying she's a new center.

D. Howard Yes, I am.

Woman Speaker... or a new center?

D. Howard No, the center is not new; I'm just a new resident service coordinator here. I've been here since April, so I am new to the center.

Woman Speaker Okay, and you would like to request technical assistance?

D. Howard Yes.

Woman Speaker Okay. You need to tell her how she can do that.

Woman Speaker Did your center receive onsite technical assistance last year?

D. Howard I was not here last year.

Woman Speaker What's the name of the center again?

D. Howard That's Hollyridge.

Woman Speaker And Hollyridge did receive onsite technical assistance?

D. Howard No, not that I know of.



Woman Speaker... We will be getting in touch with you then to talk further about it.

Woman Speaker Right, we have your contact information.

D. Howard Okay, thank you.

Coordinator The next question comes from Eleanor McDonald.

E. McDonald I'm from Houston, Texas. We had technical assistance back in September. We had a group that came from Neighborhood Networks. I think they were from New York. They were supposed to send us some information, and we never heard from them. Are they still with you guys?

S. Escoffery That would probably be me. This is Shawn Escoffery.

E. McDonald Yes, Shawn, and the little lady that was with you.

E. Escoffery I e-mailed the board chair, Brenda Nicholas, and the secretary all the information from the meeting, all the handouts, electronically, that same day.

E. McDonald I had one center that didn't have Internet and I had talked to the little lady that was with you.

S. Escoffery It's Ms. Lee Poy.

E. McDonald Yes. She gave me a number, but maybe I had it written down wrong, because it's disconnected. Now I haven't had a chance to talk with Brenda and the secretary, but what I did was I met with a group of centers out in the Southwest. I just wanted to know, if some of the information that I requested, could be sent to me.

S. Escoffery Yes, give me your e-mail address and then I'll send it to you either tonight or tomorrow morning.

E. McDonald It's challengeraliv@aol.com. If you have it wrong, you can call me collect. I'll accept the collect call.

S. Escoffery Let me get your name again and your phone number.

E. McDonald It's Eleanor McDonald. You all are an hour ahead of us, but I get to work at 7:00. If I get to work at 7:00, I guess it's 8:00 your time.

S. Escoffery That works for me. What I'll do is I'll send you an e-mail either tonight or tomorrow morning and then I'll also just follow up with a phone call, to make sure that you have all the information that you need.

E. McDonald I appreciate it.

Woman Speaker Madeline, I think we have time for just one more question.

Coordinator Okay, and that question comes from Eleanor Peyton.

E. Peyton Hello, this is Eleanor Peyton in New Orleans. I had this idea. I heard Delores talking and you



talked about something happening in August and the unveiling of the poster. It had nothing to do with the poster, but partnerships. In Louisiana, we have the Federal Executive Board and we also have Historical Black Colleges, which is a subcommittee of the board. With that idea, I was thinking that maybe whomever is working with the partnership development, when you decide to do your site visits, if you can call me and let me know when you're going to come, I would like for you to do a presentation to the Federal Executive Board about a partnership with the Louisiana consortium.

T. Poteat Hi, Eleanor. It's Tanya Poteat. How are you?

E. Peyton I'm good. How are you?

T. Poteat We had such a great time when we came down with the ALMA national partner. I believe that Shawn is scheduled to be in New Orleans in December, so maybe we can just talk and schedule that visit with the Federal Executive Board.

E. Peyton That would be great. In addition to that, I've been interested in doing something with the faith based or with some organizations that are affiliated with churches. As the gentleman was saying earlier from Arkansas, it is very difficult now for many of the Neighborhood Networks coordinators with HUD to really do some of the things that they would like to do. I have probably said that before and many on the line are aware that we have so many things to do with being a project manager that we cannot actually do some of the Neighborhood Networks things. This project that I would like to work on now I hope would be a big one. I will talk further with Delores about some of those things that maybe we can do to lighten some of our load here.

S. Escoffery Eleanor, you can always feel free to call me also, because we're going to continue working with the Louisiana consortium. Perhaps this could be a consortium project also.

Woman Speaker Just another piece of information, this year we do have a technical assistance manager that will be dedicated to working with HUD Neighborhood Networks coordinators. We will also provide 20 onsite visits to work specifically with the HUD Neighborhood Networks Coordinators.

Woman Speaker in regard to Denise Howard's request and a number of other requests. Feel free to self nominate your center or have your HUD coordinator nominate your center for technical assistance. We have tons of resources and are very eager to work with you. You just need to let us know what you need and what you want, and then we'll contact you with what we're able to do. So please feel free to just let us know.

Woman Speaker I think that concludes our conference call for this afternoon. I'd like to thank all of you for participating. We hope that the information provided you with an update on the resources that HUD is continuing to provide to all of the Neighborhood Networks centers as well as the HUD Neighborhood Networks coordinators and property owners. If you have any additional questions or if you would like additional information on any of the topics that we discussed today, please call our toll free line. Again, that telephone number is 888-312-2743. Again, we thank you all for participating, and enjoy the remainder of your afternoon.

Coordinator Ladies and gentlemen, thank you for participating on today's conference. At this time, your conference has been completed. You may now disconnect.